



# Lexicon

Newsletter for Adult Education Staff Development

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## CONFERENCES

ALT 2000: Bridging the Digital Divide, Adult Literacy and Technology Conference –Washington DC, June 14-17

CASAS Summer Institute – San Diego, June 20-22

ACSA Adult Education Workshop – Rancho Mirage, September 21-22

California Literacy Conference – Pasadena, October 13-14

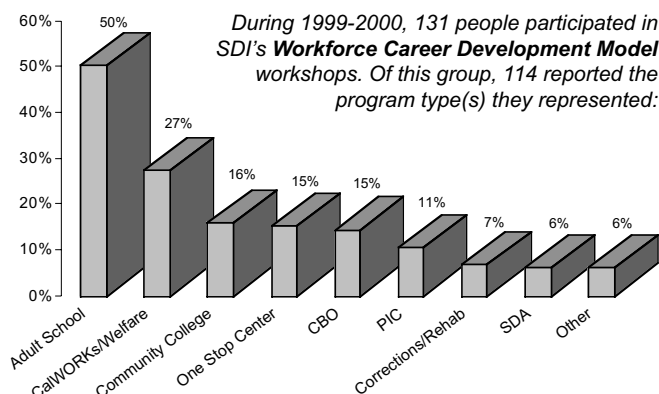
## Workforce Career Development Model Training

The California Department of Education has developed a Workforce Career Development Model (WCDM) in response to rapid changes in technology and their impact on the workforce. The WCDM represents current state-of-the-art thinking about career development and workforce preparation. The model provides practical guidelines for developing, implementing, and improving a comprehensive career counseling system, and it presents theoretical and legal concepts in layman's terms.

SDI, through the Regional Resource Centers, worked in cooperation with the Department of

Education to develop and offer workshops introducing the WCDM to adult schools, community colleges, employment training providers, and welfare department counselors throughout the state. A total of 11 workshops were offered to more than 130 participants, who represented

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## Baldwin Park's Success with Workplace Literacy

Baldwin Park Adult and Community Education (BPACE) has been conducting workplace training for more than five years. The initial training was designed for Miller Brewing Company employees with a focus on improving basic skills. Following that, other training courses were designed for Waste Management, U-Haul and Universal Plastic Molding (UPM) Companies. Course offerings included Basic Skills, Computer Operations, Conversational ESL, Team Work and Self-Esteem, and Automotive classes.

Points learned from working with different organizations include:

- 1) Each course is designed differently and is suited to the needs of the employers, with employee input.
- 2) Sometimes an off-the-shelf course cannot be adopted and implemented without modification to accommodate the specific needs of the organization and staff.

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## ONLINE RESOURCES FOR ADULT EDUCATORS

### Workplace Literacy

Read *Workplace Literacy: Literature Review, Trends, & Models*, a comprehensive overview developed by the California Distance Learning Project. **GO TO:** <http://www.otan.dni.us/cdlp/workplace/workplacelit.htm>

Join the National Institute for Literacy's **Workplace Literacy Online Discussion**. Discuss critical issues; share resources, experiences, and ideas; ask questions of subject experts; and keep up-to-date on related issues. **GO TO:** [http://novel.nifl.gov/lines/discussions/nifl-workplace/workplace\\_literacy.html](http://novel.nifl.gov/lines/discussions/nifl-workplace/workplace_literacy.html)

View a set of **Workplace Literacy Best Practice Guidelines** from the National Workforce Assistance Collaborative. **GO TO:** <http://www.ed.psu.edu/nwac/document/literacy/best.html>

Reference an **Annotated Bibliography** that lists the products and publications produced through the National Workplace Literacy Program. **GO TO:** <http://www.ed.gov/offices/OVAE/work10.html>

Review the **Institute for the Study of Adult Literacy's** list of workplace literacy publications and resources. **GO TO:** [http://www.ed.psu.edu/isal/frm\\_pubs.html](http://www.ed.psu.edu/isal/frm_pubs.html)

The above sites do not necessarily represent the views of SDI.

### Workforce Career Development Model (continued from page 1)

community colleges, adult schools, CalWORKs agencies, community-based organizations, and One Stops. Comments from the participants indicated that among the activities they found most useful were the networking

opportunities and the resources identified in the materials.

If you are interested in having one of these workshops in your region in the fall, contact your RRC Manager.

### Baldwin Park's Workplace Literacy (continued from page 1)

- 3) Affected company employees must be involved in the design of the curriculum to successfully implement the class.
- 4) Management needs to encourage employee participation with incentives, such as modifying schedules.
- 5) Courses need to be short-term.
- 6) Certificates of completion need to be awarded reflecting the competencies/skills learned.

class for Welfare-to-Work participants who have been identified as limited-English speakers. The goal is to design a short-term class that resembles the workplace environment, helping participants transition to work. Additionally, BPACE is designing post-employment activities to improve Welfare-to-Work participants' skills to help them advance to self-sufficiency. These are great opportunities to expand adult education programs and to provide much needed services to the community.

For more information on the Workplace Literacy programs at BPACE, contact Dr. Husein Toubat at 626-939-4456.

BPACE is working with DPSS and the local One Stop Center to design a pilot

#### From the National Institute for Literacy's Fact Sheet for Workplace Literacy

- American businesses are estimated to lose over \$60 billion in productivity each year due to employees' lack of basic skills.
- About 20 percent of America's workers have low basic skills, and 75 percent of unemployed adults have reading or writing difficulties.
- The number of companies reporting skilled worker shortages more than doubled between 1995 and 1998, from 27 percent to over 47 percent.
- A survey of more than 300 executives found that, while 71 percent reported that basic written communication training was critical to meeting their workplaces' changing skills demands, only 26 percent of companies offered this kind of training. While 47 percent of the executives reported the need for workers to improve basic math skills, only 5 percent of companies offered basic math skills training.

#### SOLUTION

Workplace literacy programs provide workers with the skills needed to get or retain a job, advance in their careers, or increase productivity.

## News from the CALIFORNIA REGIONAL RESOURCE CENTERS



### Workplace Literacy

**MAEP:** The Regional Resource Center conducts a monthly mailing to support **Educators In The Workplace**, a network of 70 educators who provide specialized services to business. In Santa Clara County, the Social Services Department sponsors an Adult Education Coalition to help serve welfare recipients. Social Services provides monies to hire CalWORKs representatives at adult education centers. They help the clients be steady attendees by providing services and information on housing, childcare, transportation, drug abuse, spousal abuse, etc. They also spend time in the classroom to support CalWORKs clients in school. Social Services refers clients to the adult education programs for ESL, Basic Skills, and Vocational training classes. The adult education programs in the county are serving the most CalWORKs clients—more than the community colleges and CBOs combined.

**Northern California:** Many Northern California literacy providers work with employers to increase awareness of the need for literacy and to improve literacy skills. The Northern California Literacy Resource Center is housed in a One-Stop center, and the project works closely with Glenn Adult Program and the Human Resource Agency. Other north state providers work directly with employers to place students in employment situations for on-the-job skills and language immersion. Among the new materials in the Resource Center is *Teaching Basic Skills in the Workplace*, which includes a training manual, workplace instructor training and CD. This provides the instructor

with a chance to discuss critical workplace issues, and students can practice solving typical workplace problems, expand their knowledge through readings, and apply what they have learned to some specific workplace tasks. Additionally, there is *Workplace Education*, a mini-course of three videocassettes, and other related materials. Call 530-934-9656 to hear more about the programs mentioned above or other materials in the resource center.

**Sacramento:** Several print documents and videotapes are available for those interested in Workplace Literacy, preparing students for the workplace. The newest addition is the PBS series *Workplace Essential Skills*, consisting of 25 video programs, 24 online units, and four workbooks that cover critical skills in the area of employment, workplace writing, communication, reading and math skills. The resource package by Brigitte Marshall on *English Training for Employment Participation* also includes some excellent material on organizing SCANS classrooms. *I-Cans (Integrated Curriculum for Achieving Necessary Skills)* outlines a skills-based instructional system for all providers of basic skills instruction to adults. The binder includes information on teaching strategies and assessment, and activities and handouts that cover learning to learn, thinking skills, group effectiveness, personal management and organizational effectiveness. The Resource Center can also provide workshops for your agency. Many instructors have already participated in two modules for integrating SCANS

### CALIFORNIA REGIONAL RESOURCE CENTERS

<http://www.sdi.ca.gov/crrc>

Baldwin Park Adult and  
Community Education  
13307 Francisquito  
Baldwin Park, CA 91706  
Contact: Margie Parulan  
mparulan@bpace.k12.ca.us  
626-939-4281 / FAX 626-939-4569

Los Angeles Tech Center  
3721 W. Washington Blvd.  
Los Angeles, CA 90018  
Contact: Judy Griffin  
griff01@lausd.k12.ca.us  
323-732-0153 / FAX 323-731-1568

Merced Adult School  
50 East 20th Street  
Mail: P.O. Box 3707  
Merced, CA 95344-3707  
Contact: Tina Fredette  
tfredette@muhsd.k12.ca.us  
209-385-6545 / FAX 209-385-6430

Metropolitan Adult Education  
Program (MAEP)  
760 Hillsdale Avenue, Room 1  
San Jose, CA 95136  
Contact: Nancy Arnold  
narnold@metroed.net  
408-723-6450 / FAX 408-723-6449

Northern California Literacy  
Resource Center  
420 East Laurel #B  
Willows, CA 95988  
Contact: Susan Domenighini  
susandom@sunset.net  
530-934-9656 / FAX 530-934-9657

Santa Ana College, School of  
Continuing Education  
2900 W. Edinger  
Santa Ana, CA 92704  
Contact: Karen Dennis  
kdennis@primenet.com  
714-564-5100 / FAX 714-434-7920

Sacramento Regional Resource  
Center/Sacramento City U.S.D.  
331 J Street, Suite 180  
Sacramento, CA 95814  
Contact: Trish Kerns  
tkerns@jps.net  
916-557-1150 / FAX 916-557-1149

Sweetwater Regional Resource  
Center Adult Resource Center  
458 Moss Street  
Chula Vista, CA 91911-2896  
Contact: Alice Hurley  
hurley@sdcoe.k12.ca.us  
619-691-5791 / FAX 619-425-8728



The Staff Development Institute  
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Sacramento, CA 95827-3399

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Funded by the California Department of Education, Adult Education Office, Division of Educational Support Systems, through Federal Grant P.L. 100-297 Section 353. Trainings are conducted under the auspices of the Staff Development Institute and the California Regional Resource Centers.

## The Staff Development Institute

### ***CRRC News: Workplace Literacy (continued from Page 3)***

into your classroom, but the trainings are still available for agencies requesting them. Use the annual Needs Assessment to let us know what resources you are looking for in this area, or feel free to call at anytime.

**Sweetwater:** The California VESL/Workplace Clearinghouse, operated by the San Diego Community College District, collects and disseminates non-copyrighted VESL curriculum developed by public agencies. Over 300 occupation-specific and general "world of work" documents are available for the cost of copying and shipping. The Clearinghouse invites donations of non-copyrighted curricula, and CalWORKs or VESL materials for possible inclusion in the project. To receive a catalog, call Jeanine Eberhardt at 619-527-5339 or contact her by e-mail ([veslwkpl@otan.dni.us](mailto:veslwkpl@otan.dni.us)).

The Sweetwater Regional Resource Center has the following workplace

literacy materials available for checkout:

- *Workplace Basics Training Manual* (ASTD & Jossey-Bass, 1990)
- *Literacy at Work: Workbook for Program Developers* by Jorie Philippi (National Alliance of Business & Simon/Schuster)
- Massachusetts Workplace Literacy Consortium series of three videos (*Making Worker Involvement a Priority; Innovation Teacher Practices; Assessment & Evaluation*)
- PBS What Works Video: *Literacy Training in the Workplace*
- SCANS Workplace Basics Video #1 *Students as Producers*
- SCANS Workplace Basics Video #2 *Productive Classrooms*
- *PBS Workplace Essential Skills Series* of 25 videos and written material (available July 2000)
- *A Day in the Life* Software Series for the Mac (preview at the RRC)

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